

Serial No.: 09/746,508
Art Unit: 3627

Attorney's Docket No.: BS99-184
Page 3

This listing of claims replaces all prior versions, and listings, of claims in this application.

Listing of Claims:

1. (Cancelled)
2. (Amended) The ~~system~~ method according to claim + 20, wherein the communication network is wireless.
3. (Cancelled)
4. (Amended) The ~~system~~ method according to claim + 20, wherein the bill is automatically generated.
5. (Amended) The ~~system~~ method according to claim + 20, wherein the dispatch division also receives information related to the ~~malfunction~~ reports of malfunctions.
6. (Cancelled)
7. (Amended) The ~~system~~ method according to claim + 20, wherein the ~~report one of the reports of a malfunction malfunctions~~ is associated with a twisted pair number.
8. (Cancelled)
9. (Cancelled)
10. (Amended) The ~~system~~ method according to claim + 20, wherein the dispatch division is ~~capable of re-routing~~ re-routes the first at least one dispatched technician from a first the first subscriber location to a second the location different from the vicinity of the first subscriber location based on the ~~data~~ information related to the ~~first report one of the reports of malfunctions~~.

Serial No.: 09/746,508
Art Unit: 3627

Attorney's Docket No.: BS99-184
Page 4

11. (Amended) The ~~system~~ method according to claim 8 20, wherein the ~~first and second one of~~ reports of a ~~malfunction~~ malfunctions and the ~~another one of the reports of~~ malfunctions are associated with first and second twisted pairs.

12-17. (Cancelled)

18. (Cancelled)

19. (Amended) The method according to claim ~~18~~ 20, further comprising the step of deferring subsequent dispatch of technicians to subscriber locations other than a the different location ~~determined to be the cause of the service failure.~~

20. (New) A method of processing reports of malfunctions received by a company having a dispatch division and a billing division, the method comprising:

receiving reports of malfunctions and dispatching technicians in response to the reports;

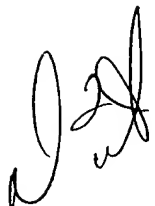
receiving, via a communications network, information, provided in an electronic format, identifying a cause of a malfunction underlying one of the reports of malfunctions sent from a vicinity of a first subscriber location, the network providing communications between at least one dispatched technician and the company;

determining, by the dispatch division and based upon the information, that a cause underlying another one of the reports of malfunctions, received from a location different from the vicinity of the first subscriber location, is the same cause identified as underlying the one of the reports of malfunctions;

identifying, by the company, an entity responsible for the cause; and

Serial No.: 09/746,508
Art Unit: 3627

Attorney's Docket No.: BS99-184
Page 5



utilizing the information, by the billing division, to generate a bill to the entity that includes costs incurred for servicing at least the first subscriber.
